



Complaints Committee
PO Box 26106
Newlands
WELLINGTON

01 March 2015

Dear Principal and Netball Coordinator

NORTHERN SUBURBS NETBALL INC. COMPLAINTS RESOLUTION PROCESS

This is a reminder to all Member Schools of the Complaints Resolution Process for Northern Suburbs Netball Inc.

The current Process has now been in place for ten years and has been effective in resolving complaints that are brought to its attention.

As an organisation we have implemented several initiatives to try to reduce the number of formal complaints i.e. the presence of a duty umpire and Executive Committee members each Saturday to resolve any potential situations, a general improvement in umpiring knowledge, awareness and enforcement of the Code of Conduct of behaviour, co-operation and support from all Member Schools to ensure that Fair Play is taught first and foremost as part of School practice.

However, we remind you of the following, should a person decide to make a complaint:

- ☐ All complaints must be made in writing using the prescribed form and sent as **"Private and Confidential"** to: Complaints Committee, Northern Suburbs Netball, PO Box 26106, Newlands, Wellington.
- ☐ Complaints must be made within seven days of the event being complained about.
- ☐ Complaints will be categorised, reviewed and determined by the Complaints Committee.
- ☐ When a complaint is made about a person or school, the Complaints Committee will liaise with the school in the first instance to identify the facts and parties concerned.
- ☐ All complaints will be determined **within 5 working days for serious complaints and 10 working days for minor complaints, from the date of receipt by NSN of all the information required from all parties to the complaint.** This previously read from the date of receipt of the complaint, but due to a number of factors this time frame has proved to be unworkable.
- ☐ The party making the complaint will be asked to agree (on the form) that the information regarding the complaint can be passed to the other school/party. No names will be given.

A copy of the **updated** form is attached for your School's records and use. The Process and Forms are also on the website. Also attached are copies of the NNZ Code of Conduct and ACC Positive Side line Supporters Campaign code which are to be adhered to.

We appreciate the time taken by Member Schools to ensure that all who participate in netball are aware of this information.

Yours sincerely
Rama Smith
Chair of NSN Complaints Committee